



All persons obtaining care in this medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both patients and facility personnel is vital to insuring that patient care and services are delivered in an appropriate and efficient manner.

A PATIENT HAS THE RIGHT TO:

Reasonable and impartial access to care regardless of race, creed, gender, national origin, religion, physical handicap, rank or sources of payment for care.

Care that is considerate, appropriate and respectful of your individual dignity, your age, your cultural, psychosocial and spiritual values and beliefs, as long as these do not harm others or interfere with treatment.

Be cared for by staff that has been educated about patient rights and their role in supporting those rights.

Know the identity and professional status of individuals providing services to you and which physician or other practitioner is primarily responsible for your care.

Be given by your health care provider complete and current information concerning your diagnosis (to the degree known), planned course of treatment, to include all proposed technical procedures; alternatives, risk, and prognosis. This information should be communicated in terms you can reasonably be expected to understand.

Participate in decisions involving your health care and ethical issues that may arise in the course of your care, to include formulating advance directives, withholding resuscitative services, forgoing or withdrawing life sustaining treatment, and care at the end of life.

Know if medical treatment is for purposes of experimental research, investigation, or clinical trials and to give your consent or refusal to participate in such research.

Designate a decision maker in case you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding your care.

Prompt and reasonable response to questions and requests.

Appropriate pain assessment and management will be taken seriously & in a caring manner.

Security, personal privacy and confidentiality of information.

Personal safety insofar as the clinic practices and environment are concerned.

Refuse treatment to the extent permitted by law. However, if refusal of treatment prevents the provision of appropriate care in accordance with professional standards, the relationship with you may be terminated upon reasonable notice.

Know what patient support services are available; i.e., pastoral care, an interpreter if you do not speak English, etc.

Access protective services.

Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

Be informed of clinic rules and regulations applicable to your conduct as a patient.

Information about the clinic's mechanism for the initiation, review and resolution of patient complaints.

A PATIENT IS RESPONSIBLE FOR:

Providing to your health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.

Reporting to your healthcare provider any unexpected changes in your condition.

Reporting to your healthcare provider whether you clearly understand the proposed course of action and what is expected of you.

You have the responsibility to ask your provider to manage your pain effectively.

Following the treatment plan recommended by your healthcare provider. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement your practitioner's orders, and enforce the applicable clinic rules and regulations.

Keeping appointments, when you are unable to do so, for notifying your healthcare provider or the healthcare facility at least 24 hours in advance.

Your actions if you refuse treatment or do not follow the healthcare provider's instructions.

Following clinic rules and regulations affecting patient care and conduct.

Following Air Force rules and regulations regarding medical records. All healthcare documents provided by any medical or dental treatment facility are the property of the U.S. Government.

Assuring that the financial obligations for your healthcare are fulfilled as promptly as possible.

Being considerate of the rights of other patients and clinic personnel and for assisting in the control of noise, and the number of visitors. You are responsible for being respectful of the property of other persons and of the clinic.

Helping the facility commander in providing the best care to all beneficiaries. Patient's recommendations, questions, concerns, or complaints, should be reported to a patient representative in any one of our clinic sections.

Commander, 56th Medical Group

